

Planning for Informational Meetings Class Expectations and Results of Group Exercises As Recorded on Flip Charts

Training in Redding – January 23, 2007

Class Expectations (Slide 4) – What they hoped to get out of the class.

- Help to give guidelines with a review of the regulations
- To learn how to do meetings
- Tips, what to look out for
- Review of new permit revisions, etc.
- More about permit implementation regulations
- To be more of a resource to LEAs
- Learn more, use the binder materials
- Learn more about regulations, meeting requirements
- Better understanding of regulations
- Ensure smooth meetings
- Learn the basics for meetings
- Find out how it's suppose to be done

Group Exercise: Preparing for Informational Meetings – Slide 10 on PowerPoint Presentation

Directions: You are processing a revised full permit application for a landfill in your jurisdiction.

What preparations would be necessary for you to notify and hold an informational meeting?

Answer with the following in mind:

- How do you start?
- What kinds of resources / information would you need?
- How would you go about preparing?
- Give BIG PICTURE answers.

FIRST GROUP:

- Consider cost and assignment of cost
- Send memo of B.O.S.
- Research previously held meetings
- Mailing and attendance lists preparation
- Consider locations and time
- Review Government Code and Title 14 regulations and follow
- Prepare presentation to give clear information to public and devise an information collection method
- Prepare notice

SECOND GROUP:

1. Date/Time/Location/Project proposal
2. Assemble team
3. Publicize meetings to involve citizens/ ✓LEA for notification requirements
4. Current regulation requirements
 - Access to parcel information
 - Summary of permit changes

Group Exercise: Knowing Your Audience – Slide 13

Directions: Think about the residents, businesses, special interest groups and politics surrounding and influencing one of the facilities that you may have to issue a new or revised permit for.

- o What questions could come up in the meeting?
- o How would you answer them?

FIRST GROUP:

- Present the legal framework of meeting (parameters) to the attendees.

<u>Potential Questions</u>	<u>Issues & Responses</u>
<ul style="list-style-type: none"> • CEQA • CIWMP • Historical and current operating conditions 	<p>This meeting is not opportunity to <u>change</u> CEQA. LEA has considered consistency with CEQA as part of review. Thank you!</p> <p>Thank you! Have a cookie!</p> <p>“We have entered your comments in the record.” “That comment is out outside the framework of this meeting, but LEA can try to provide answer next week.”</p>

SECOND GROUP:

Questions:

- Trash, Containment
- Fee Reduction? Increase?
- NIMBY concerns
- Traffic
- Noise/smells/vectors

Pre-Established Answers:

- Operational Plans
- Education of Public thru video and tours for agencies/special interests

Group Exercise: Preparing the Presentation – Slide 26

Directions:

- What would you present?
- How is it presented?
- Who presents?
- Any special needs?
- What support staff is needed?
- What should the public walk away with?

FIRST GROUP:

1. The facts!
2. Operator and LEA
 - Facilitator - maybe?
 - Engineering consultants
 - Some local politicians - maybe?
 - Translator - if needed
3. Leave with what, where, when, who
 - next meetings
 - info contacts
4. How - clear and concise
5. We're here to give information and hear you! – Thanks.

SECOND GROUP:

- Purpose of meeting - legal framework
- Subject of permit/permit change (fact sheet, key messages)
- How presented:
 - Panel members speak
 - Slide presentation, white board, easel
 - Hand-outs to go, agenda.
 - Option: third (neutral) party presents.
 - Operator and LEA answer questions.
 - Present at simple level.
- Comment collection: audio record, written note taker
- Special needs: interpreter if needed for language

Training in Sacramento – January 24, 2007

Class Expectations (Slide 4) – What they hoped to get out of the class.

- Dealing with difficult situations
- Learn as much as can
- To feel confident in front of a crowd
- Structure/template for planning/implementation
- Meeting timeframes
- Share ideas
- General idea of meeting expectations
- More experience
- Pick up tips on information meetings
- Build upon what we've done in past
- Permit implementation regulations
- To learn
- Will need public meeting information
- How regulations will be applied
- Learn to finesse techniques
- Hear examples from others
- Learn from others who have experience
- To learn
- Get more experience with meeting planning
- View on how to apply classroom teaching to the public forum
- Learn more about meetings; to participate in future
- To learn
- Conduct meetings better
- To learn more

Group Exercise: Preparing for Informational Meetings – Slide 10 on PowerPoint Presentation

Directions: You are processing a revised full permit application for a landfill in your jurisdiction.

What preparations would be necessary for you to notify and hold an informational meeting?

Answer with the following in mind:

- How do you start?
- What kinds of resources / information would you need?
- How would you go about preparing?

- Give BIG PICTURE answers.

FIRST GROUP:

- Assemble a team: Operator, LEA, Board staff, other agencies, court recorder, interpreters (Planning)
- Identify target dates and timelines: Consult with team members for potential timeline
- Choose a location: Within 1 mile of facility, big enough for expected turnout. With appropriate amenities. Cost
- Prepare notices: Via letter, newspaper, posting, radio spots, community tv, community groups
- Prepare presentation
 - Give presentation
 - Summary of presentation

SECOND GROUP:

- How to start?
 - Who is audience?
 - Language barrier?
 - When are they (audience) available?
- Resources
 - Location (venue) within a mile - Accessible?
 - Who will present information?
 - Develop information and agenda
 - Address of residents/interested stakeholders
- Preparing
 - Noticing: 1 language
 - Meet regulatory requirement (time to notice, where to notice)

THIRD GROUP:

1. Determine if meeting is needed, or was a substitute held.
2. Find meeting location and time.
3. Noticing: newspaper, library, website, nearby residences, government officials
 - Timeline to meet
- Resources
 - Staff, operator, other agency approvals (CUP, WDR...), pictures, PowerPoint
 - Security, recording equipment

- Attendee list, handouts, planning staff
- Prepare presentation
- Anticipate questions and prepare responses

FOURTH GROUP:

- Familiarize self with guidelines
- When and where to hold meeting
- Who to invite to meeting
- Resources/Information
 - Site history/pre-existing approvals
 - Compliance record
 - Propose changes
 - Demographics/Neighbors' concerns
- How would you go about preparing?
 - Set date/time/location
 - Coordinate with site personnel and others (CIWMB, RWQCB, etc)
 - Public notification of meeting

FIFTH GROUP:

- Notification
 - Who – Local and State officials, public interest, business associations, public, state boards, etc
 - When
 - Where
 - Time
 - Notice (mailing)/ media
- Resources
 - Proposed permits
 - Informational documents
 - Revision summary
 - Room
 - Equipment/facilities

SIXTH GROUP:

- How to notice/Resources/Information

- Decide on a good time (maybe at different times) Location important (library, etc)
- Contact people within 300 ft.
- Contact people of different ethnicities./ occupations
- Put notice in newspaper
- Put notice on website
- Contact Advisory Comm.
- Use GPS for finding property owners
- Use information from Planning Dept.
- Preparation
 - List facility operations (changes in)
 - Prepare agenda

Group Exercise: Knowing Your Audience – Slide 13

Directions: Think about the residents, businesses, special interest groups and politics surrounding and influencing one of the facilities that you may have to issue a new or revised permit for.

- What questions could come up in the meeting?
- How would you answer them?

FIRST GROUP:

- What Questions Might Come Up?
 - Landfill Liners – Durability, Lifespan, etc (energy, landfill gas)
 - Truck traffic Issues (e.g. “They killed my chickens,” etc)
 - Litter from truck traffic
 - Litter from site
 - Noise from site operations
 - Impact to groundwater
 - Previous commitments that were not met

SECOND GROUP:

- Questions
 - How will it affect us (traffic, odor, noise, vectors, housing cost)?
Answer: Addressed through SMS: monthly inspections, app enforcement, LEA can add conditions to SWFP
 - How many violations have they had? (compliance history)
Answer: Prepare fact sheet with history of site
 - When is the facility closing?

Answer: Can give estimated closure date from the permit

- Why is the change needed?

Answer: Have the operator address

- What will you do about asthma in the community?

Answer: We hope to learn this from today's training.

THIRD GROUP:

- What questions could come up?
 - Property value (homeowners)
 - Environmental. Issues (odor, air pollution., water, noise)
 - Concerns in CEQA hearing
 - Hours of operation (24 hours?) Dust, noise.
 - Effect on rare species?
 - Similar to concerns in CEQA Docs.
- How to answer them?
 - Look at CEQA Q&A (docs) ⇒ Planning Dept.
 - Have experts, testimonies, consultants
 - Water Board
 - Have brochure with information, additional main issues.

*Informational Meeting Only ⇒ CEQA already done (Mitigation Measures)

FOURTH GROUP:

- Questions
 - How would you address our concerns?
 - Will changes impact locals? Odor, litter, traffic, rates
 - Businesses: Will they have a level playing field?
 - Who will make the final decision? Depends on the situation.
- Be honest - Consider comments
- Refer to approving documents (CEQA, CUP, WDR...)

FIFTH GROUP:

- Questions
 1. How to prevent illegal dumping

Answers:

- Illegal dumping is difficult to prevent, however a policy will be included for daily clean-up of any illegal dumping within X-distance from the site associated with this operation.
- Surveillance cameras

2. Odors?

Answers:

- Will be aware of wind speed and direction. Limit odorous loads coming in.
- Move/delay operation till the wind dies off.
- Use misters and/or de-odorizers
- Process material quickly

3. Dust

- Wind speed and direction
- Move /delay operations
- Water trucks, misters and hoses

4. Noise

- Hours of operation with CEQA
- Mufflers on equipment
- Landscape or other barriers

⇒ Contact operator or LEA with any concerns

SIXTH GROUP:

- What questions could come up in the meeting?
 - Residents: Vector, noise, litter, landfill gas, odors, groundwater (how affected), toxic gases, property values, traffic, illegal dumping, compliance history
 - Businesses: Traffic, profits (customers), taxes (fees)
 - Special interest: Endangered species, Indian Reservations, Neighborhood Associations, Ecos, Developers
 - Politics: Local Board of Supervisors

Group Exercise: Preparing the Presentation – Slide 26

Directions:

- What would you present?
- How is it presented?
- Who presents?
- Any special needs?
- What support staff is needed?
- What should the public walk away with?

FIRST GROUP:

- What would you present?
 - History of landfill
 - Statistic
 - Proposed changes
 - Reason why we are here (roles/responsibilities)
 - Informational hearing/just facts
- How presented?
 - PowerPoint - Pictures
 - Handouts
- Who presents?
 - LEA (lead inspector)
 - Operator
 - Team
- Any special needs?
 - Handicap accessible
 - Translator (Bi-lingual Information)
 - Audio/Video Equipment
- Support Staff?
 - Recorder
- Should know the project and possible impacts. Contact for comments/more info.

SECOND GROUP:

- What to present:
 - Introduction with operator, informational meeting only, no decisions
 - Describe the project
 - Questions/answers
 - All comments will be considered
 - LEA approval/denial in future
 - Forward paperwork to CIWMB and operator
- How is it presented
 - Pictures and drawings
 - PowerPoint presentation

- Verbal presentation
- Who?
 - LEA/operator, lead person working on permit
- Special Needs
 - Translator, court recorder, handicap accessible
- Support/Staff Needs
 - Someone to hand out the sign-in sheet and the agenda
 - Handle A/V needs
 - Pass out handouts
- Public Walk Away with
 - Fact sheet, FAQ sheet
 - Good working knowledge of project

THIRD GROUP:

- What?
 - New or revised permit - main changes
- How?
 - Maps, PowerPoints, graphs, written outline
- Who?
 - Facilitator and team
 - Operator, LEA, engineers, consultants
- Special needs?
 - Location - easy access
 - Interpreter
- Support?
 - Note taker - recorder
 - Helper (chairs, sign in sheet)
- Public?
 - Knowledge, contact info, feeling heard and answered, clear understanding of issues, fact sheet

FOURTH GROUP:

- What?
 - ID self, give purpose of meeting & goals, ID participants (operator, etc)

- ID site, location, nature of operation
- Overview of facility, including proposed changes
- How?
 - Written agenda
 - Oral presentation with audio/visual aid
 - Q&A session
- Who?
 - Joint between LEA and Operator
 - Other folks (Gov't reps, etc) as needed
 - Recommend meeting beforehand - to make sure there's consistency in what is said.
- Special Needs/Support Staff
 - Workable facility for meeting
 - Proper equipment set up
 - Bi-lingual support (if needed)
 - Court Reporter/means to take minutes
 - Reps from applicable agencies to answer questions
 - Folks to distribute info sheets/FAQs/etc.
 - Security (if issue is volatile)
- What should Public walk away with?
 - Trust in the process
 - Feeling that they've been heard.
 - Contact information for further questions.

FIFTH GROUP:

- What would you present?
 - Fact sheet, maps
 - Proposed permit
 - Background information on permit and facility
 - Information on LEA's role
 - Cover FAQs
- How is it presented?
 - Various delivery mechanisms- handouts, PowerPoint based on the needs of the audience and the complexity of the permit

- Who presents?
 - LEA (primary lead); other related agencies as needed
- Any special needs?
 - Anticipate language barriers, provide notice in other languages (if needed)
- What support staff is needed?
 - Timekeeper, note-taker, technical support, other agencies, interpreter
- What should the public walk away with?
 - Fact sheet, FAQ sheet, contact info., that audience feels heard and informed.

SIXTH GROUP:

- What would be presented?
 - What's the purpose of the meeting
 - Contact names of different agencies
 - The project
 - Preliminary determination of action to be taken by LEA
- How is it presented?
 - PowerPoint
 - Fact sheet
 - Big poster board showing facility and surrounding areas
- Who presents?
 - LEA in conjunction with operator
 - Public Health Officer
 - Planning
- Special Needs
 - Court reporter, interpreter, ADA accessible
- Support Staff
 - Greeters, food server, security, sign-in monitor
- Walk away with
 - Fact sheet, contact sheet, and knowledge

Training in San Diego – February 8, 2007

Class Expectations (Slide 4) – What they hoped to get out of the class.

- CIWMB Permits
- Get information on meetings/learn
- Behind the scenes activities
- Controversial Questions
- Be in-tune with process
- More effective meetings
- How to be a public speaker
- How to survey process and get “ Good Job” rating
- Learn how to implement new regulations
- How to prepare with new regulations
- Get ready; deal with new issue (houses)
- Whole process
- Tactical approach
- Expanded notification requirements
- Be ready for bad, good, ugly

Group Exercise: Preparing for Informational Meetings – Slide 10 on PowerPoint Presentation

Directions: You are processing a revised full permit application for a landfill in your jurisdiction.

What preparations would be necessary for you to notify and hold an informational meeting?

Answer with the following in mind:

- How do you start?
- What kinds of resources / information would you need?
- How would you go about preparing?
- Give BIG PICTURE answers.

FIRST GROUP:

1. Assemble a Team:

- who needs to be there
- identify time lines

A. Resources:

- Interested parties from lists: CEQA, GIS, SANDAG, Mailing lists
- Operator responsibilities (\$)
- LEA Duties (Coordinate & Post)

B. Preparation

- Interpreter
- Power point/oral
- Target audience

SECOND GROUP:

- Pre-meeting/Operator, Planning Department, LEA, Waste Commission
- Who are the stakeholders? Potential issues – Political issues
- Project or permit description/history
- Timeline – Permit milestones, group roles and responsibilities
- Possible use of consultant; Do you need counsel or legal advice?

THIRD GROUP:

- Pre-Application Outreach
 - Community group meetings
 - Planners
 - Visuals
 - CEQA Scoping/NEPA
 - Noticing Public
 - Invite CIWMB
 - Application
 - Facility for meetings
 - Local community noticing

FOURTH GROUP:

Landfill:

- Meeting Location
- GIS
 - Search address within 1 mile
 - notification pamphlet
 - public
 - media
 - jurisdiction
- Conduct meeting ☺

- contact information for future meetings
- record comments

Group Exercise: Knowing Your Audience – Slide 13

Directions: Think about the residents, businesses, special interest groups and politics surrounding and influencing one of the facilities that you may have to issue a new or revised permit for.

- What questions could come up in the meeting?
- How would you answer them?

FIRST GROUP:

- Informational Meeting
 - Information only
 - No decisions
 - No responses! (LEA does not have to give a response)
- Environmental Questions Re:
 - CEQA
 - Air/Water
 - NIMBY

SECOND GROUP:

Audience

- Resident
 - Traffic (increase)
 - Noise
 - Odor
 - Dust
 - Property Values (down)
- Business
 - Traffic
- Special Interest
 - Environmental Sensitive Areas/Species
- Politics
 - Urban Planning
- Cultural Diversity
 - Environmental Justice

THIRD GROUP:

- Community Groups
 - Marion Bear - Park
 - Jim Peugh – County Waste Capacity
 - Rick Anthony - Zero Waste
- Questions
 - What about when Miramar closes?
 - W to E - transformation
 - Zero Waste
 - Recycling – C&D facility/greenery expansion
 - Landfill mining
 - MRF/TS
 - Surcharging soil
 - What will height increase look like?
 - Visual simulations

FOURTH GROUP:

- Homeowners
- City of Brea
- Haulers
- B of S - Importation \$
- Operator - County
- Waste Commission
- City of Irvine & San Juan Capistrano, San Clemente
- Environmental Groups
- City of Industry
- Traffic/noise
- Energy plant
- Hours of operation
- Health issues - air

Group Exercise: Preparing the Presentation – Slide 26

Directions:

- What would you present?
- How is it presented?
- Who presents?
- Any special needs?
- What support staff is needed?
- What should the public walk away with?

FIRST GROUP:

- Present the facts
 - Information
 - Maps
 - Photos, etc.
 - Copy of proposed permit
- Presented via PowerPoint (picture is worth 1,000 words)
- Presented by Chief (Dept. head)
- Special needs
 - Language translation (handouts in Spanish)
 - Handicap needs
- Support Staff
 - Scribe
 - Ushers
 - Crowd control (sheriff)
- Public message: warm fuzzies - Informed public is a happy public ☺

SECOND GROUP:

- What...
 - Facts, changes to permit
 - Who, what is LEA
- How?
 - PowerPoint
- Special Needs – USMC
 - Anticipated needs, questions of stakeholders
- Support Staff

- Court reporter
- Tech. support for computer projection
- Snacks
- Operator
- Walk away with...
 - Understanding of Project
 - Satisfaction that public health, Environment + interests, concerns have been addressed.

THIRD GROUP:

Transfer Station-Inc. Tonnage

- Who is the LEA? Public Health/Safety
- Provide the existing permit
- PPT Present
- What is changing on the permit?
- LEA to present
- Time of meeting - Late afternoon/early PM
- Number in attendance
- Parking issues
- Operator, inc. operation consultants
- Facility inspector
- Next steps in process
 - LEA
 - Chances
 - Contact Info.
 - Draft Permit
 - To CIWMB for concurrence
- Most Important-Reduce Confusion

FOURTH GROUP:

1. The truth/facts
2. Professionally/concise
3. Higher controversy ⇒ Higher Level of Expertise (Manager – Attorney - Consultant)
4. Props/Interpreter/Minutes (I.T. or Tech Support for presentation)

- Timer (Limit speeches)

5. Engineers/Environmental Planner

- Operator
- PIO

6. The public was “heard”

- Understanding/direction

Training in Glendale – February 22, 2007

Class Expectations (Slide 4) – What they hoped to get out of the class.

- Learn Everything
- Prepare for scheduled meetings
- Learn/learn more
- Specific and concrete information on new requirements
- Tool for effective meetings
- Be prepared for future tasks
- After 1 meeting, what to do next time
- What are staff work tasks
- Learn from “Bad” prior meetings
- Handle “hostile” participants
- Handle legal notices/documents
- Current requirements and new requirements: review
- What are new rules
- Pick up good ideas
- Spock mind transplant

Group Exercise: Preparing for Informational Meetings – Slide 10 on PowerPoint Presentation

Directions: You are processing a revised full permit application for a landfill in your jurisdiction.

What preparations would be necessary for you to notify and hold an informational meeting?

Answer with the following in mind:

- How do you start?
- What kinds of resources / information would you need?
- How would you go about preparing?
- Give BIG PICTURE answers.

FIRST GROUP:

- Conduct a meeting with operator and his/her consultants
- Gather information to figure out what the project is from operator
- Create a list of all involved agencies
- Review CEQA documents and land use documents/process
- Discuss permit process with operator
- Determine time frames for noticing application submittal, status of CEQA document
- Explore the possibility of substitute meeting

SECOND GROUP:

1. Determine property owners and radius of notification
 - Method(s) of notification
 - Determine location, date and time
 - Attendees (LEA, operator and possibly state and local officials)
2. Brief PowerPoint with project description
 - Handout(s)
3. Scribe
 - Aerial photos, maps, 3-D model
 - “Dry-runs”
 - Translator(s)

THIRD GROUP:

- Timeline-adhere to timeline
- Find location-reserve date and time
- Notice (prepare and posting)
- Agenda (background information, site history, proposed changes, language)
- A/V and equipment/translator
- Keep records

FOURTH GROUP:

Information Meeting

1. Develop timeline: ID: Resources, Personnel, Planning Needs
2. ID-Location, date, time
3. ID-Issues/groups
4. Demographics around facility
5. Prepare materials from meetings
 - Notice (in appropriate language and level)
 - Posting
 - Publication/notices
 - ID - Purpose, roles, record
6. Continue outreach after meeting

FIFTH GROUP:

1. Establish Who to Notify: Community groups, residents, elected representatives, other agencies
2. Determine meeting location/time: Check for conflicts with other events/meetings
3. Dissemination of meeting notice: Mailing list, websites, public postings (libraries, city hall), newspaper publications, electronic mail)
4. Public Address system, projectors & screens
 - Recording Device (audio or video or court reporter)
 - Sign-in sheet, agenda, speaker cards
 - Meetings protocols/controls
 - Refreshments/snacks

Group Exercise: Knowing Your Audience – Slide 13

Directions: Think about the residents, businesses, special interest groups and politics surrounding and influencing one of the facilities that you may have to issue a new or revised permit for.

- What questions could come up in the meeting?
- How would you answer them?

FIRST GROUP:

Q1: Why are we accommodating the landfill to increase the permitted tonnage when the waste is coming from other areas?

A1: This facility is the closest regional landfill to those areas.

Q2: Is the landfill leaking? Will it continue to leak?

A2: Leakage will not occur on the lined expansion area. Protective measures will be installed for monitoring purposes.

SECOND GROUP:

Common Questions

1. Closure date?
2. Increase in traffic?
3. Visual impacts?
4. Litter/Odors/Birds/Vectors?
5. Environmental impacts?
6. Noise (operation and incoming traffic)?

Questions we want to AVOID!

1. Have you ever had an environmental release?
2. Past violation/fines/enforcement actions?
3. Is this facility safe for my family/the public?

THIRD GROUP:

Questions that could come up:

- Permit process/timelines
- Environmental Impact questions
- Public health & Safety
- “Old” issues
- NIMBY/Growth impacts

How would you answer them?

- Presentations at CEQA & planning meetings, local task force
- Focus on information
- Visual aids important

FOURTH GROUP:

1. Why are you letting them expand?
2. If you have the power to shut them down, why don't you?
3. How are you going to protect us from all those bad things that from the “dump” (i.e., air, cancer radioactive waste, odor, dust, vectors, water...)
4. Why don't you force them to use alternating technology?
5. Will our concerns, comments make a difference or are we just wasting our time?
6. What type of fines do you issue when you issue violations?

FIFTH GROUP:

What Questions:

1. Why here?
2. Why don't we hear about this sooner? - I was never notified.
3. What are the health impacts?
4. What alternatives?
5. What's going to be done to address current adverse impacts? (It will only get worse.)

What questions hope don't come up:

1. Why are all the dirty business in our neighborhood?
2. How can we stop this?
3. Who is going to compensate us for the loss of property values?
4. Would you like this to happen next door to you?
5. Whose side are you on? Who do you represent? Who is suppose to be protecting us?

Group Exercise: Preparing the Presentation – Slide 26

Directions:

- What would you present?
- How is it presented?
- Who presents?
- Any special needs?
- What support staff is needed?
- What should the public walk away with?

FIRST GROUP:

1. The Proposed Permit and Changes
 - Introduce LEA: Staff/function/responsibilities/relation to CIWMB
 - Present the issues - Focus the audience on the SWFP
2. Hand out Meeting Agenda
 - Presentation Media: Slides, Graphs, PowerPoint
3. LEA Director....Staff Specialists (Permitting, Inspections)
4. Translation - Audio Aids - A.D.A Access – Recording - Public Address (P.A.)
5. Welcoming/Sign-in, Speaker Cards Distribution/Collection, A.V. Specialists, Peace Officers
6. Informed Accurately, Understanding Proposed Changes
 - Understanding their opportunities to be involved
 - Contacts....LEA contact information, web site, e-mail, fax, etc.
 - Appeals.

SECOND GROUP:

Presentation

- Introduction - LEA
 - Scope - Informational meeting ground rules: sign-in sheet; handouts (applicable language), recorder/transcriber
- Project description - Operator
 - Basic history/current conditions
 - Proposed changes - Visual aids, e.g., maps
- Gear presentation to cultures context. Ethnic backgrounds, urban/rural. Translator if needed. Wheelchair/ADA access.
- Public comment
- Permit application

THIRD GROUP:

- Purpose of the meeting
 - Project and Proposed change
 - Overview of the permit process
 - LEA's preliminary determination
- Verbally present a staff report
 - Fact sheet/Handouts
 - PowerPoint Presentation
- LEA staff
- AV Equipment
 - Interpreter
 - Refreshments
 - Greeter (Lighten up the crowd)
- Operator, scribe, consultant
- Voice their concerns - Better understanding of the project

FOURTH GROUP:

1. Introduction of parties and LEA function
 - Purpose of meeting
 - Brief facility history/background
 - Description of proposed change/project
 - Description of permitting process
2. PowerPoint, Flowchart(s), Handout(s)
3. LEA, possibly with operator
4. Translator, scribe, projector, audio/visual
5. Technical, planning, local government officials
6. Understanding of process, facility, project
 - Public participation/involvement

FIFTH GROUP:

Presentation

- **What:** Pertinent facts over which we have enforcement authority. General information and history.
- **How:** Plain Language, Clarifying Visuals

- **Who:** Person from program with public speaking skills; well informed

Special Needs

- Translation: Languages, including sign language. Handicapped access.

Support Staff

- Audiovisual Technician
- Scribe/Transcriptionist/Court Reporter/Stenographer
- Receptionists/Ushers

Public Should Walk Away With

- Decision and basis and which it was made
- Understanding of role and authority of LEA
- Appeal process